

EXHIBIT 15



Search

Veronique Lavord...

Help & Training

VerticalResponse

[Home](#) [Cases](#) [Reports](#) [Global Products Arena](#) [Issue Management](#)[Create New...](#)

Case

01043446

[Shortcut](#)[Customize Page](#) | [Printable View](#) | [Help for this Page](#)[Unresolved Items](#)[Show Feed](#)[Back to List: Cases](#)[Case Comments \(1\)](#) | [Emails \(2\)](#) | [Solutions \(2\)](#) | [Open Activities \(0\)](#) | [Activity History \(5+\)](#) | [Attachments \(1\)](#) | [Case History \(5+\)](#) | [OHS Product Checklist \(0\)](#) | [Drug Form Orders \(0\)](#) | [Case Survey \(0\)](#) | [Issue Management \(0\)](#) | [Case Reporting \(0\)](#) | [Approval History \(0\)](#)[Recent Items](#)[01043446](#)[01089373](#)[01355888](#)[01043749](#)[01043342](#)[01579127](#)[02587051](#)[02588461](#)[02526483](#)[02504649](#)[Recycle Bin](#)**Case Detail**[Edit](#) | [Close Case](#) | [Clone](#) | [OHS Only](#) | [Reply to all](#) | [Send back to Ops Queue](#) | [Send to Case Originator](#)

Case Owner	Reena Dennonson [Change]	Case Record Type	[Change]
Case Number	01043446	Status	Closed
Contact Name	Applicant Brown Harris Stevens LLC Group-BROWNHS	Crim Status	
Follow-up required		Account Name	Brown Harris Stevens LLC Group
Follow up Date		Contact Email	client_services@sterlinginfosystems.com

Case Details

Priority	Medium	Case ETA	
Platform	Tracker	Complaint	No
US Fulfilled		Amount to Credit	
Case Origin	Inbound Call	Credit Reason	
Department	Criminal	Source	
Product		Include AM/BRM on Status Updates	
Case Reason	Applicant Dispute	Notify Client Services	
OHS Case Reasons		Customer Type	
FCR	No	Existing Product	
Route to Helpdesk	Yes	Move To Product	
Unisource Client			
Tandem Client			
Subject	19627371		
Order #	19627371		
Description	applicant claims that all the charges do not belong to him please see attached		
Action Taken			
Volume Spike Details			

Criminal - Jurisdiction Information (Enter County Name and search)

County / Jurisdiction	1	State 1
County / Jurisdiction	2	State 2

Dispute Information

Dispute Investigator	Linda Froom	Dispute Jurisdiction	Volusia County, FL
Dispute Resolution	No Changes Made	Dispute Resolution Reason	
Business Line	Sterling East	Reason Detail	The FL search is clear. The cases are found in NY. The documents the applicant sent in are for cases in Volusia County, FL. There is nothing to dispute for this case.
SSN Flagged		Original Rating	ALERT
SSN Flag Removed		Rating at completion of dispute	ALERT
Trigger Issue Management		Review	
Initial Root Cause		Investigation	
Issue Description			

Client Facing Criminal Dispute Information

Dispute Initiated by	Applicant	Client Name	All
Adverse Action Received	NA	Jurisdiction 1	state of NY
Applicant Name	KEVIN JONES	Jurisdiction 2 (Optional)	
Applicant Email Address		Jurisdiction 3 (Optional)	
Applicant Phone	(646) 721-4033	Location	
Client Email Address	md'alauro@bhsusa.com		
Client Email Address (Optional)	mfoylek@halstead.com		
Client Email Address (Optional)			
Client Email Address (Optional)			
Update Policy Explained			

For OHS use only

OHS Owner	Estimated Shipped Date
Status	Case Moved Date/Time 7/16/2012 6:01 PM
Shipping Mode	

Vendor Management

AOM Owner	Vendor Owner
AOM Request	Internal CC
Date/Time Opened 7/16/2012 6:01 PM	Date/Time Closed 7/25/2012 10:00 AM
Owner Change Date	Last Case Comment Date
	Case Comment Count
Created By Reena Dennon 7/16/2012 6:01 PM	Last Modified By Minsha Ho 6/9/2014 2:16 PM
	HR Plus SFDC
	Created Date (Historical)

[Edit](#)
[Close Case](#)
[Clone](#)
[OHS Only](#)
[Reply to all](#)
[Send back to Ops Queue](#)
[Send to Case Originator](#)

Case Comments

New

Case Comments Help

Action	Public	Comment
Make Public		Created By: Linda Froom (7/24/2012 3:52 PM) Nothing to dispute. Closing case.
Make Public		Created By: Linda Froom (7/24/2012 3:49 PM) Closing case as is because the documents are from a different county and state.
Make Public		Created By: Linda Froom (7/24/2012 3:48 PM) The attached documents are for cases in Florida. The cases on the applicant's background are from Erie County, New York. There are no cases in FI for this applicant.
Make Private	<input checked="" type="checkbox"/>	Created By: Amit Shukla (7/16/2012 6:03 PM) Final adverse letter is stopped as per request received- Hitesh Madhani

Emails

Send an Email

Emails Help

Action	Status	Subject	Email Address	Message Date
Reply To All Del	Sent	Applicant Dispute - Applicant: KEVIN JONES Order # 19627371 Hi All, This email is to notify you that KEVIN JONES contacted Sterling ...	md'alauro@bhsusa.com ; client_services@sterlinginfosystems.com	7/24/2012 3:51 PM
Reply To All Del	Sent	Applicant Dispute - Applicant: KEVIN JONES Order # 19627371 Hi All, This email is to notify you that KEVIN JONES is contesting their ...	md'alauro@bhsusa.com ; client_services@sterlinginfosystems.com	7/16/2012 6:01 PM

Solutions

Find Solution

in All Solutions

Solutions Help

No Solutions Attached

Open Activities

[New Task](#)
[New Event](#)

Open Activities Help

No records to display

Activity History

[Log a Call](#) | [Mail Merge](#) | [Send an Email](#) | [View All](#)
[Activity History Help](#)

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit Del	Call	Applicant Brown Harris Stevens Lic Group-BROWNHS	✓	7/25/2012	Reena Dennison	6/9/2014 2:16 PM
Edit Del	Email: Applicant Dispute - Applicant: KEVIN JONES Order # 19627371	Applicant Brown Harris Stevens Lic Group-BROWNHS	✓	7/24/2012	Linda Froom	6/9/2014 2:16 PM
Edit Del	Email: 01043446		✓	7/24/2012	Reena Dennison	7/24/2012 6:28 PM
Edit Del	Email: RE: Applicant Dispute - Applicant: KEVIN JONES Order # 19627371		✓	7/24/2012	Reena Dennison	7/24/2012 3:29 PM
Edit Del	Email: FW: Applicant Dispute - Applicant: KEVIN JONES Order # 19627371		✓	7/24/2012	Sarah Davis	7/24/2012 2:53 PM

[Show more »](#) | [Go to list »](#)

Attachments

[Attach File](#) | [View All](#)[Attachments Help](#)

Action	File Name	Size	Last Modified	Created By
Edit View Del	Fax27 (2).TIF	74KB	7/17/2012 10:15 AM	Reena Dennison

Case History

[Case History Help](#)

Date	User	Action
7/25/2012 10:00 AM	Reena Dennison	Changed Status from Awaiting Internal Response to Closed.
7/25/2012 10:00 AM	Reena Dennison	Closed.
7/24/2012 6:28 PM	Reena Dennison	Changed Status from Closed to Case Owner to Awaiting Internal Response.
7/24/2012 3:52 PM	Linda Froom	Changed Case Owner from Linda Froom to Reena Dennison.
		Changed Status from In Progress (by owner) to Closed to Case Owner.

[Show more »](#) | [Go to list »](#)

OHS Product Checklist

[Submit to OHS Business Relations](#)[OHS Product Checklist Help](#)

No records to display

Drug Form Orders

[New Drug Form Order](#)[Drug Form Orders Help](#)

No records to display

Case Survey

[New Case Survey](#)[Case Survey Help](#)

No records to display

Issue Management

[Issue Management Help](#)

No records to display

Case Reporting

[Case Reporting Help](#)

No records to display

Approval History

[Submit for Approval](#)[Approval History Help](#)

No records to display

[Back To Top](#)Always show me [more records per related list](#)Copyright © 2000-2014 salesforce.com, inc. All rights reserved. | [Privacy Statement](#) | [Security Statement](#) | [Terms of Use](#) | [SOS Compliance](#)

Chat